CHANGES TO PROCEDURES
DUE TO THE CORONAVIRUS – COVID 19

Effective 1 April 2020

WE DO NOT WANT YOU TO PUT YOURSELVES AT ANY RISK OF THE CORONAVIRUS
BY LEAVING YOUR HOME. WE HAVE DEVELOPED MANY ALTERNATIVES SO THAT WE
CAN COMPLETE YOUR CLAIM RELATED FORMS QUICKLY. EVEN IF NONE OF THE
MOST COMMON ALTERNATIVES BELOW WORK FOR YOU, WE WILL WORK WITH YOU
TO FIND A WAY TO PROCESS YOUR CLAIM.

APPLICATIONS
If you are sending us an initial application form or a declaration form for one of our
compensation programs you do NOT have to get your signature certified or notarized
at this time. Just send it to us, signed, in the mail or send us a fax or email a scanned
copy. We will contact you to tell you what else, if anything, we need from you.

DOCUMENTS
Enclosed with this letter may be a request to provide us with additional documents so
that we can process or approve your claim. Just send the document to us by email using
a scan or photo of the document or fax it to us. You can also email us the information we
require (regarding persecution or income).

We do not require that any of the documents be certified at this time. However, if we
have requested a certified identification document, you can send an email with a photo
of you holding a government issued ID or have your local social service agency send us
an email that you are alive.

If you cannot do any of these methods, call us and we will find other ways to assist you
that will not require you to leave your home. We can now do many things over the
telephone that we could not do previously.
LIFE CERTIFICATES
If we are sending you an initial life certificate and bank information for the Article 2 or CEE Fund, you can send the signed form by mail, fax or scan but do not have to get this notarized. However, we will need you (or someone else on your behalf) to either send us an email with a photo of you holding a government issued ID or have your local social service agency send us an email that you are alive. If neither is possible, please contact us and we will find another way to assist you that will not require you to leave your home.

MOST IMPORTANTLY, WE VALUE YOUR HEALTH ABOVE ALL. IF YOU NEED TO COMPLETE ANY OF THESE FORMS AND CANNOT FOLLOW THE SUGGESTED PROCEDURES CALL US.

SEND FAXES TO:
- +1-332-900-1668 (United States)
- +972-03-624-1056 (Tel Aviv)
- +49-69-9707-0140 (Frankfurt)

SEND EMAILS TO:
- cprograms@claimscon.org (United States)
- Infodesk@claimscon.org (Tel Aviv)
- A2-HF-CEEF2@claimscon.org (Frankfurt)
- IAA@claimscon.org (Appeals Authority)

PHONE US:
- +1-646-536-9100 (United States)
- +972-(3)-519-4400 (Tel Aviv from outside Israel)
- 03-624-1056 (Tel Aviv from within Israel)
- +49 69 970 7010 (Frankfurt)